

## Frequently Asked Questions (FAQs) about MCEX – 20240109

**A) Membership Criteria****會員標準****1. Who is eligible to become a member\*?****會員\*的要求是什麼?**

Guided by regulatory requirements in Macau, the member of MCEX must be a (1) Regulated Financial Institution or (2) Regulated Financial Institution's wholly owned and controlled subsidiaries.

Definition of Regulated Financial Institution as below:

- a) a regulated financial institution that carries on the business of the provision of investment services in Macao or other jurisdictions;
- b) a regulated banking institution in Macao or other jurisdictions;
- c) a regulated insurance company in Macao or other jurisdictions;
- d) a regulated pension fund management company in Macao or other jurisdictions;
- e) a regulated collective investment scheme in Macao or other jurisdictions;

\*Definition of MCEX member: The Member refers to the participant in the holding and trading of Exchange Products on the Exchange Platform.

根據澳門的監管要求，滴灌通澳交所的會員必須是 (1) 受監管金融機構；或 (2) 受監管金融機構全資持有或具控制權的附屬公司。

受監管金融機構的定義如下：

- a) 在澳門或其他司法管轄區提供投資服務的受監管金融機構；
- b) 在澳門或其他司法管轄區的受監管銀行機構；
- c) 在澳門或其他司法管轄區的受監管保險公司；
- d) 在澳門或其他司法管轄區註冊的受監管退休基金管理公司；
- e) 在澳門或其他司法管轄區的受監管集體投資計劃；

\*滴灌通澳交所會員定義：會員是指在交易所平台上持有並參與交易所發行的產品的參與者。

**B) Membership Application****會員申請****1. How do I sign up?****如何註冊?**

**Follow these steps to set up an account:**

**請按照以下步驟註冊帳戶：**

- a) To register for an account, click "Become a member" on the MCEX official website landing page <https://mcex.mo/> .

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- b) Applicant needs to click the “Register” button on bottom right to register for an account.
- c) Please be reminded to sign up using applicant’s active email address, click “Retrieve Verification Code” to obtain the 6 digits verification code that will be sent to the applicant’s email address. Note: The password format must be a combination of 6-20 digits with alphabetical characters, numbers and symbol included.
- d) Once the applicant has successfully login, please click the “Become a member” button to begin with your MCEX membership application.

- a) 從 MCEX 網站 <https://mcex.mo/>，點擊“成為會員”進行賬號註冊。
- b) 申請人在右下方點擊“快速註冊”註冊賬號。
- c) 請申請人用有效郵箱註冊賬號，點擊“獲取驗證碼”，6 位驗證碼將發送到申請人註冊郵箱。請注意密碼格式為“6-20 位字母/數字/符號任意兩種組合密碼”。
- d) 申請人登陸後會進入以下界面。請點擊“成為會員”鍵以開始您的 MCEX 會員申請。

**2. Why have I not received my Verification Code?****為什麼我沒有收到我的驗證碼？**

The verification code will be sent to your email address. If you do not receive your verification code for the first time, you may request a new verification code by clicking on the “Retrieve Verification Code” button. If you are still encountering issues, please reach out to MCEX Member Service Team at [memberservices@mcex.mo](mailto:memberservices@mcex.mo).

驗證碼將會發送至您的電郵地址。如果您首次沒有收到驗證碼，您可以點擊“獲取驗證碼”按鈕以獲得新的驗證碼。如果您仍然遇到問題，請聯繫滴灌通澳交所會員服務團隊 [memberservices@mcex.mo](mailto:memberservices@mcex.mo)。

**c) Post-Application****成功申請後****1. How do I login to my account after signing up as a member successfully?****註冊成為會員成功後如何登錄我的賬戶？**

- a) Click “M-terminal” on the landing page
- b) Once you’ve entered the M-terminal system, click the login button on the bottom left
- c) Insert your login name and OTP password
- d) You’ll have to change your password on first time login

- a) 在登陸頁面點擊“M-terminal”
- b) 當您進入“M-terminal”系統頁面後，點擊左下角的登錄按鍵
- c) 輸入您的登錄名字和一次性密碼
- d) 首次登入後需先修改密碼

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**2. Why am I unable to login after receiving the email saying that my account is verified?  
為什麼我仍然無法登錄即使已經收到郵件說帳號已通過驗證?**

You may email to MCEX Member Service Team [memberservices@mcex.mo](mailto:memberservices@mcex.mo) to check your account status.

您可以發送郵件至滴灌通澳交所會員服務團隊 [memberservices@mcex.mo](mailto:memberservices@mcex.mo) 查詢您的賬戶狀態。

**3. Contact details:****聯絡方式:**

(i) For General Enquiry, please contact us at:

- Email Address: [info@mcex.mo](mailto:info@mcex.mo)

(ii) For inquiries about becoming a member of MCEX, please contact us at:

Phone Number/Toll Free Number (Office hours: Monday to Friday - 9:30am to 6:00pm):

- Hong Kong: +852 26680268
- Macao: 0800736
- Japan: 00531-85-0200
- Singapore: 800-8528-659
- Taiwan: 801857177
- UK: 8082341170
- USA: 1-833-552-0552
- Saudi Arabia: 8008851262
- UAE: 800 0 852 31033

(i) 一般查詢，請聯繫我們:

- 電郵地址: [info@mcex.mo](mailto:info@mcex.mo)

(ii) 查詢成為灌通澳交所會員事宜，請聯繫我們:

聯絡號碼/免收費電話：(週一至週五，上午 9:30 至下午 6:00)

- 香港：+852 26680268
- 澳門：0800736
- 日本：00531-85-0200
- 新加坡：800-8528-659
- 台灣：801857177
- 英國：8082341170
- 美國：1-833-552-0552
- 沙地阿拉伯：8008851262
- 阿聯酋：800 0 852 31033